THE CLAIMS

1.   (Original)   A payroll system comprising:

   logic configured to obtain a set of switching statistics from a database of a

      communications switch;

   logic configured to obtain a set of work statistics of an operator;

   logic configured to determine an operator efficiency parameter by

      integrating the set of switching statistics with the set of work

      statistics;

   logic configured to determine when the operator efficiency parameter

      exceeds an expected efficiency parameter.

2.   (Original)   The system of claim 1, further comprising logic configured to
calculate a bonus payment to the operator.

3.   (Original)   The system of claim 1, further comprising:

logic configured to generate an operator-specific, quantity-parameter from

the set of switching statistics;

logic configured to generate an operator-specific, quality-parameter based

on the set of work statistics of the operator;

logic configured to determine the operator efficiency parameter by

integrating the operator-specific, quantity-parameter with the

operator-specific, quality-parameter; and

logic configured to determine the expected efficiency parameter of the

operator based on a set of operator-specific information.

4.   (Original)   The system of claim 3, wherein the communications switch is a POTS switch located in a telephone central office, and wherein the set of switching statistics comprises telephone call statistics contained in the database of the POTS switch.

5.   (Original)   The system of claim 4, wherein the operator-specific, quality-parameter comprises a time of handling a set of telephone calls from customers.

6.   (Original)   The system of claim 4, wherein the set of operator-specific information includes at least one of an employment seniority grade, an operator attendance data, and an operator-generated monthly revenue.

7.   (Original)   The system of claim 1, further comprising:

        means for generating an operator-specific, quantity-parameter from the

                set of switching statistics;

        means for generating an operator-specific, quality-parameter based on the

                set of work statistics of the operator;

        means for determining the operator efficiency parameter by integrating the

                operator-specific, quantity-parameter with the operator-specific,

                quality-parameter; and

        means for determining the expected efficiency parameter of the operator

                based on a set of operator-specific information.

8.   (Original)   A method of operating a payroll system, the method

comprising:

        obtaining a set of switching statistics from a database of a

                communications switch;

        obtaining a set of work statistics of an operator;

        determining an operator efficiency parameter by integrating the set of

                switching statistics with the set of work statistics;

        providing a bonus payment to the operator when the operator efficiency

                parameter exceeds an expected efficiency parameter.

9.   (Original)   The method of claim 8, further comprising:

generating an operator-specific, quantity-parameter from the set of

switching statistics;

generating an operator-specific, quality-parameter based on the set of

work statistics of the operator;

determining the operator efficiency parameter by integrating the operator-

specific, quantity-parameter with the operator-specific, quality-

parameter; and

determining the expected efficiency parameter of the operator based on a

set of operator-specific information.

10.   (Original)   The method of claim 9, wherein the communications switch

is a POTS switch located in a telephone central office, and wherein the set of

switching statistics comprises telephone call statistics contained in the database

of the POTS switch.

11.   (Original)   The method of claim 10, wherein the operator-specific,

quality-parameter comprises a time of handling a set of telephone calls from

customers.

12.   (Original)   The method of claim 10, wherein the set of operator-specific

information includes at least one of an employment seniority grade, an operator

attendance data, and an operator-generated monthly revenue.

13.   (Original)   The method of claim 9, wherein the communications switch

is a packet switch in a data network, and wherein the set of switching statistics

comprises switch usage information contained in the database of the

communications switch.

14.   (Original)   The method of claim 9, wherein the communications switch

is a server of a client-server data network, and wherein the set of switching

statistics comprises switch usage information contained in the database of the

communications switch.

15.   (Original)   The method of claim 14, wherein operator-specific, quality-

parameter comprises a time of servicing a set of communications switch

customer work requests.

16.   (Original)   The method of claim 14, wherein the set of operator-specific

information includes at least one of an employment seniority grade, an operator

attendance data, and an operator-generated monthly revenue.

17.   (Original)   A payroll system stored on a computer-readable medium,

the system comprising:

      computer-readable code that configures a device to obtain a set of

            switching statistics from a database of a communications switch;

      computer-readable code that configures the device to obtain a set of work

            statistics of an operator;

      computer-readable code that configures the device to determine an

            operator efficiency parameter by integrating the set of switching

            statistics with the set of work statistics;

      computer-readable code that configures the device determine when the

            operator efficiency parameter exceeds an expected efficiency

            parameter.

18.   (Original)   The system of claim 17, further comprising computer-

readable code that configures the device to calculate a bonus payment to the

operator.

19.   (Original)   The system of claim 17, further comprising:

computer-readable code that configures the device to generate an

operator-specific, quantity-parameter from the set of switching

statistics;

computer-readable code that configures the device to generate an

operator-specific, quality-parameter based on the set of work

statistics of the operator;

computer-readable code that configures the device to determine the

operator efficiency parameter by integrating the operator-specific,

quantity-parameter with the operator-specific, quality-parameter;

and

computer-readable code that configures the device to determine the

expected efficiency parameter of the operator based on a set of

operator-specific information.

20.   (Original)   The system of claim 17, wherein the communications switch

is a POTS switch located in a telephone central office, and wherein the set of

switching statistics comprises telephone call statistics contained in the database

of the POTS switch.

21. (Original)   The system of claim 20, wherein the operator-specific,

quality-parameter comprises a time of handling a set of telephone calls from

customers.

22. (Original)   The system of claim 20, wherein the set of operator-specific

information includes at least one of an employment seniority grade, an operator

attendance data, and an operator-generated monthly revenue.